Learning Conversation Notes	
Name of Partner: WarmLine Placer	Date: 03-08-2005
County Family Resource Center	
Number of Children Served: 112	Ages: 0 yr-4, 1 yr-3, 2 yr -13, 3 yr -7, 4 yr -15, 5 yr -1 These numbers are from intake forms. Thru Early Start there were 56 0 –3 yr more
When Served: 09-09-2004 To Present	Gender: Ethnicity: 26 F* Ethnicity is estimated 90% 49 M* Caucasian 10% other * Of those that Warmline was able to identify

Conversation Participants: Anne-Marie Arrow, Al Millan, Laurie Newton, Alison Burt, Tom Grayson, Jessi Graustein (Parent), Don Ferretti, Nancy Baggett, Michael Romero, Heidi Kolbe-Facilitator

Outcomes:

- A WarmLine Family Resource Center facility will exist in Placer County so that parents will have (1) easy access to information, community resources and referral to services and supports, and (2) an opportunity to network with each other.
- Parents will have a greater understanding of the Individual Family Service Plan and Individual Education Program process so that they can advocate for their child's appropriate educational placement and support.
- Parents will receive support and assistance from other parents of children with special needs. Through this support parents will be supported in their experience of raising a child with special needs.
- A Fund Development Plan for financial sustainability of the Warm Line Family Resource Center Placer County will exist and be implemented in 2005-06 (i.e., community support campaign).

Performance Measures:

- Demographics (number of children served broken down by age, gender, ethnicity and when services were provided).
- Number of children served who are also enrolled in Early Start.
- A physical location will exist for the FRC in Placer County with resource information available during regular and accessible hours of operation.
- Survey results of (1) parent understanding of the Individual Family Service Plan and Individual Education Program process and (2) the parents comfort level in being able to advocate on behalf of their child.
- Record of parent activities including number of parents who have attended parent events, pictures, and stories shared by parents of their experience at the FRC.
- A written fund development plan for 2005-06.

What is this data telling us about achievement of outcomes?

WarmLine is serving more families with male children due to the high number of special needs children with ASD

Majority of 4 and 5 yr olds are currently in the program. The majority of services transition at age 3 and responsibility shifts. 3 is also the age when many of the high functioning ASD children are diagnosed. For many families, age 2 or later is when many of the families are first connected with services. The under age 2 children being served typically may have more obvious disabilities

For a variety of reasons, parents may be reluctant to seek help.

Anecdotal story indicates after just the initial service is provided, the parent feels empowered and more confident to cope with the challenge of raising a child with special needs.

The physical location provided access to a family and got them connected with services in a few short weeks. After the IEP, the family was able to advocate for the child's educational needs.

A parent of a younger child may not be as confident going through the IEP process. As the child ages, the confidence level of the parent grows as a result of continuing support and education which speaks to outcomes 2 and 3

WarmLine has a fund development plan including seeking donation of funds and equipment, fundraisers, contribution envelopes and grants, etc.

Networking with the infant program events helps to get information out

The outcome of having a physical location in Placer County has been achieved. Attributing to its success is the family friendly environment, including access to the library and shopping.

In what ways will we apply what we have learned from our data?

Consider pre/post survey at the end of training. Also consider doing the survey during a parent conference to reduce reliance on return mail.

Anecdotal stories show achievement of the outcome and need to be organized more intentionally around the outcomes

Be more specific, transparent and directive with families about asking for specific data related to the outcomes.

The location is working.

Use existing data to determine trends: geographic, age, diagnosis

In what ways will we apply what we have learned from our data? (Con't)

Document informal mentoring occurring tying to outcome related to parent to parent support

Other points that were made during the conversation:

WarmLine has already been working with PCOE to develop a method to get more information out to the community

Even parents of older child with special needs are attending the activity groups (who did not have support) are participating and offering mentoring support

Bringing Warmline to Placer County with a physical location is encouraging parents to seek assistance

Next Steps:

Ethnicity data will be collected based on face to face contact and information from the family effective immediately

Lincoln, Auburn and Tahoe Districts are being targeted for outreach. Perhaps contact the Lighthouse Resource Center and preschools in these areas. Need to determine where these families are gathering especially for the Latino population. (Glenn Edward Middle School may be a good target) Outreach and partner with the other family resource centers throughout Placer County

WarmLine will fully develop a training plan and develop a schedule

The pre/post surveys need to include specific reference to IEP, IFSP, and use the verbiage of "advocacy" for their children. This would involve defining advocacy and other terms relating to the IFSP and IEP process as part of their training. Rework the survey questions and administration procedures

When meeting to develop the 2005-06 contract be ready to define an updated sustainability outcome

Participate in Child Welfare Redesign and investigate Mental Health Services Act for possible funding

Meet again for the next learning conversation June 2005